

Your rights & responsibilities

Your rights

You have the right to:

- Privacy and confidentiality
- A service free from abuse and discrimination including race, gender, identity, age, disability, marital status, political or religious beliefs, pregnancy, sexual orientation, parental/carer status and physical features
- Be treated ethically with dignity and respect
- Participate (via feedback or involvement)
- Complain and feedback on services
- Have complaints dealt with by a staff member not previously involved in the matter
- Fair and prompt responses to concerns
- Live without violence and fear
- Receive information to make informed decisions
- Make your own choices
- Receive culturally sensitive support, including interpreters

Your responsibilities

You have the responsibility to:

- Respect the rights of others
- Respect the cultural background and privacy of others
- Treat others with dignity
- Refrain from racial, sexual, homophobic or any other forms of harassment or abuse
- Make decisions for yourself
- Keep appointments or cancel if necessary



What to do if you think your rights have not been met

We aim to provide a high quality service and would like to know if you have any concerns. Services or support will not be stopped in any way if we receive a complaint.

How to make a complaint:

1. Discuss the situation with the staff member. This may solve the problem quickly.
2. Contact the staff member's manager, phone 1800 436 937 to enquire about who they are and how to contact them.
3. Submit your complaint online. You can fill in a form at genwest.org.au/feedback. You can also email comms@genwest.org.au and we will ensure your complaint is passed on.
4. Contact the Chief Executive Officer on 1800 436 937 or write to 317-319 Barkly Street, Footscray 3011.
5. If you have a general complaint that hasn't been resolved by steps 1-4, contact the [Health Complaints Commissioner](https://www.hcc.vic.gov.au/) on 1300 582 113 or via 1300 582 113.
6. Alternatively, you could contact the [Victorian Equal Opportunity and Human Rights Commission](https://www.veohrc.vic.gov.au/) on 1300 891 848, email complaints@veohrc.vic.gov.au.

All feedback and complaints are dealt with confidentially and if a response is required, we will get back to you within 30 days.

You can provide feedback anonymously, however if you would like us to contact you about your feedback, or to follow up on a complaint, please be sure to provide your contact details.

Even if you don't have a complaint, please fill in a [feedback form](#) to help us improve our service.



If you need an interpreter, please call the Telephone Interpreter Service on 13 14 50.

